

From: [Consumer Affairs SA](#)
To: [REDACTED]
RE: Unilever Corporate Consumer Services Case #: 43144171 [ref:_00DE0bbLj._5004JiVEv4:ref]
Date: Monday, 06 March 2023 19:26:38
Attachments: [ULSA PAIA MANUAL.pdf](#)

[REDACTED]

Thank you for contacting Unilever and Apologies for the delay in response.

Attached is the ULSA PAIA Manual as requested.

Should you need further assistance, please do not hesitate to contact us.

Kind Regards,

[REDACTED]
Consumer Engagement Centre

----- Original Message -----

From: Consumer Affairs SA [consumer.affairs-za@unilever.com]
Sent: 03/03/2023 07:18
To: [REDACTED]
Subject: Unilever Corporate Consumer Services Case #: 43144171

[REDACTED]

Thank you for contacting Unilever South Africa.

Cheslyn, your request has reached our offices here at Unilever. I have shared a link regarding Animals and Unilever below. We've been developing and using alternatives to animal testing for 40 years and believe in using science, not animals, to ensure our products are safe. You'll find our position on animal testing here: <https://assets.unilever.com/files/92ui5egz/production/5f08e41a40e03128d79e5a6161da28b5adb2c507.pdf/alternative-approaches-to-animal-testing.pdf> And you can learn more about our work on alternatives to animal testing here: <https://www.unilever.com/planet-and-society/responsible-business/alternatives-to-animal-testing/> Please do call back should you have any other questions. The matter was also raised with the Communication Team on your behalf.

Should you have any questions, please contact us between the hours of 8:00am till 17:00pm Monday to Friday for any assistance and thank you for your continuous support and loyalty to Unilever.

[REDACTED]
Consumer Engagement Centre.

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